



Hospitality and Lodging Management

Career Cluster	Hospitality and Tourism
Course Code	16102
Prerequisite(s)	Recommended: Hospitality and Lodging Services
Credit	0.5
Program of Study and Sequence	Hospitality & Lodging Services – Hospitality & Lodging Management – Capstone Experience
Student Organization	Family, Career and Community Leaders of America (FCCLA), Future Business Leaders of America (FBLA), SkillsUSA
Coordinating Work-Based Learning	Job shadowing, industry tours, guest speakers, interviews of professionals, mentoring, entrepreneurship
Industry Certifications	Occupational, Health, and Safety Administration (OSHA), National Career Readiness Certificate (NCRC)
Dual Credit or Dual Enrollment	NA
Teacher Certification	Hospitality & Tourism Cluster Endorsement; FACS Endorsement; *FACS Education; Business Management & Administration Cluster Endorsement
Resources	FCCLA Hospitality & Tourism STAR Event, Career Investigation STAR Event, Entrepreneurship STAR Event, SkillsUSA Entrepreneurship Competition, SkillsUSA Customer Service Competition, FBLA Emerging Business Issues Presentation Event

Course Description:

The Hospitality & Lodging Management course provides students the opportunity to acquire marketable skills by examining the industry, exploring career opportunities and developing the interpersonal and technical skills in the hospitality and lodging industry.

Program of Study Application

The Hospitality & Lodging Management Course is a second pathway course in the Hospitality, Tourism, and Recreation Cluster; Lodging Pathway

Course Standards**HLM 1 Students will investigate career opportunities within hospitality and lodging management.**

<i>Webb Level</i>	<i>Sub-indicator</i>	<i>Integrated Content</i>
Level 2: Skill/Concept	HLM 1.1 Illustrate career progression and promotion procedures	Career ladders include entry-level, mid-level, advanced level
Level 2: Skill/Concept	HLM 1.2 Compare and contrast management styles	Management styles include autocratic, democratic, bureaucratic, laissez-faire

Notes**HLM 2 Students will describe organizational structure of hospitality and lodging systems.**

<i>Webb Level</i>	<i>Sub-indicator</i>	<i>Integrated Content</i>
Level 2: Skill/Concept	HLM 2.1 Summarize development and structure of hospitality and lodging businesses	
Level 3: Strategic Thinking	HLM 2.2 Analyze how quality of service is influenced by lodging operations	
Level 3: Strategic Thinking	HLM 2.3 Illustrate how organizational structure impacts customer service and satisfaction	
Level 2: Skill/Concept	HLM 2.4 Compare and contrast independently-owned, chain-affiliated, franchised and corporate management structures	

Notes

HLM 3 Students will analyze skills necessary for effective employer/employee relations.

<i>Webb Level</i>	<i>Sub-indicator</i>	<i>Integrated Content</i>
Level 2: Skill/Concept	HLM 3.1 Describe effective communication skills in management	Upward, downward and lateral communication
Level 3: Strategic Thinking	HLM 3.2 Analyze the barriers to effective communication and how to address them	
Level 2: Skill/Concept	HLM 3.3 Summarize leadership and teamwork qualities necessary to organizational success	

Notes**HLM 4 Students will examine professional responsibilities of managers.**

<i>Webb Level</i>	<i>Sub-indicator</i>	<i>Integrated Content</i>
Level 2: Skill/Concept	HLM 4.1 Summarize safety, security and emergency policies and procedures	
Level 2: Skill/Concept	HLM 4.2 Identify ethical and legal responsibilities that apply to various positions within the organization	
Level 3: Strategic Thinking	HLM 4.3 Cite role of labor and employment laws in managerial decision-making	

Notes

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HLM 5 Students will examine managerial responsibilities related to operational finances.

<i>Webb Level</i>	<i>Sub-indicator</i>	<i>Integrated Content</i>
Level 3: Strategic Thinking	HLM 5.1 Research cost, pricing and market demands to promote profitability	
Level 3: Strategic Thinking	HLM 5.2 Examine budgeting skills necessary in maintaining fiscal responsibility	
Level 3: Strategic Thinking	HLM 5.3 Examine basic accounting procedures for lodging business practices	Night audit, basic accounting posting, taxes

Notes